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FY 10 Problem Gambling Helpline Statistical Report



**Presented by
Bensinger, DuPont & Associates**

**For
North Carolina Health & Human Services, DMH/DD
and Substance Abuse**



North Carolina Problem Gambling Help Line July 1, 2009 - June 30, 2010

Total Number of Intake Calls 762

Calls Answered (Intake, Non-Intake & Prank)	8643
Non-Intake Calls (includes prank calls)	7881
<i>*Obvious Prank Calls</i>	55

Calls By Shift (EST)

First Shift (11:00pm-8:00am)	108	14.2%
Second Shift (8:00am-5:00pm)	463	60.8%
Third Shift (5:00pm-11:00pm)	191	25.1%

Caller Type

Problem Gambler	614	80.6%
Person Affected by Problem Gambler	148	19.4%

Relationship to Problem Gambler

Spouse	39	26.4%
Significant Other	14	9.5%
Parent	17	11.5%
Child	13	8.8%
Sibling	16	10.8%
Other	49	33.1%

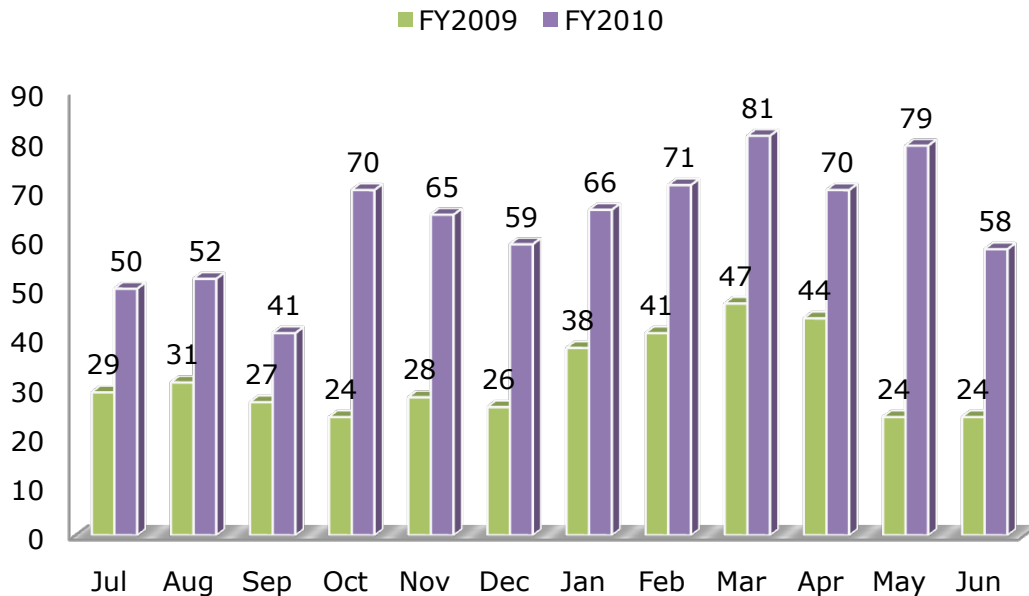
Caller Referral Source

TV Ad	34	4.5%
Radio Ad	31	4.1%
Newspaper Ad	4	0.5%
Relative/Friend	57	7.5%
Internet	87	11.4%
Lottery Ticket/Scratch Card	351	46.1%
Indian Casino	31	4.1%
Billboard	15	2.0%
Support Group	11	1.4%
Phone Book/Yellow Pages/Operator	56	7.3%
NC Problem Gambling Website	15	2.0%
Other	70	9.2%

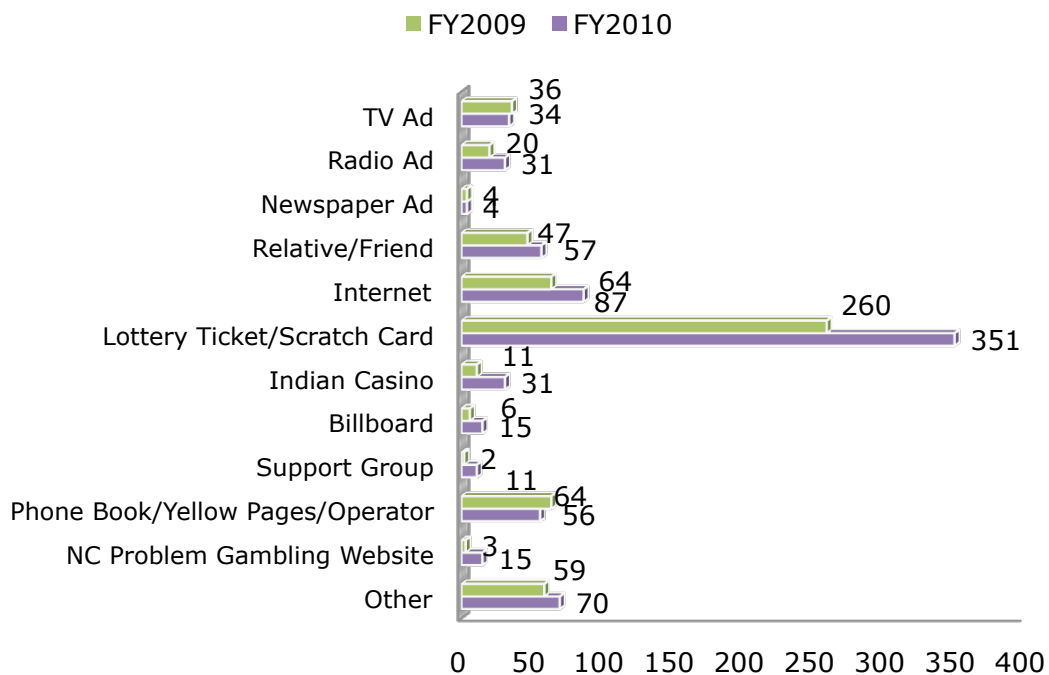
Caller Ethnicity

African-American	300	39.4%
Caucasian	426	55.9%
Hispanic	21	2.8%
Asian-American	2	0.3%
Native-American	3	0.4%
Other Ethnicity	10	1.3%

Monthly Intakes



Caller Referral Source



North Carolina Problem Gambling Help Line Statistics
July 1, 2009 - June 30, 2010

Caller Gender

Female	385	50.5%
Male	377	49.5%

Estimated Household Debt Related to Gambling

None	168	22.0%
Under \$1,000	68	8.9%
\$1,000 to \$4,999	136	17.8%
\$5,000 to \$9,999	62	8.1%
\$10,000 to \$19,999	68	8.9%
\$20,000 to \$49,999	48	6.3%
\$50,000 to \$99,999	22	2.9%
\$100,000 to \$249,999	11	1.4%
Over \$250,000	5	0.7%
Unknown	174	22.8%

Total Number of Gambler Callers

614

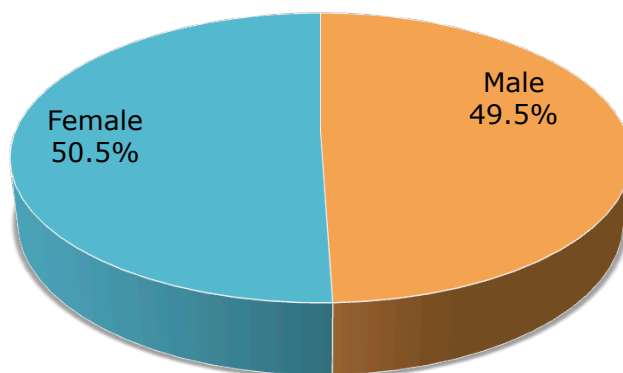
Primary Problem Gambling Activities (Reported by Gambler)

Bingo	6	1.0%
Card Games	38	6.2%
Horses/Dogs	1	0.2%
Internet	50	8.1%
Keno	4	0.7%
Lottery	216	35.2%
Slot Machines	76	12.4%
Sporting Events	8	1.3%
Stock Market	2	0.3%
Video Poker	204	33.2%
Other	9	1.5%

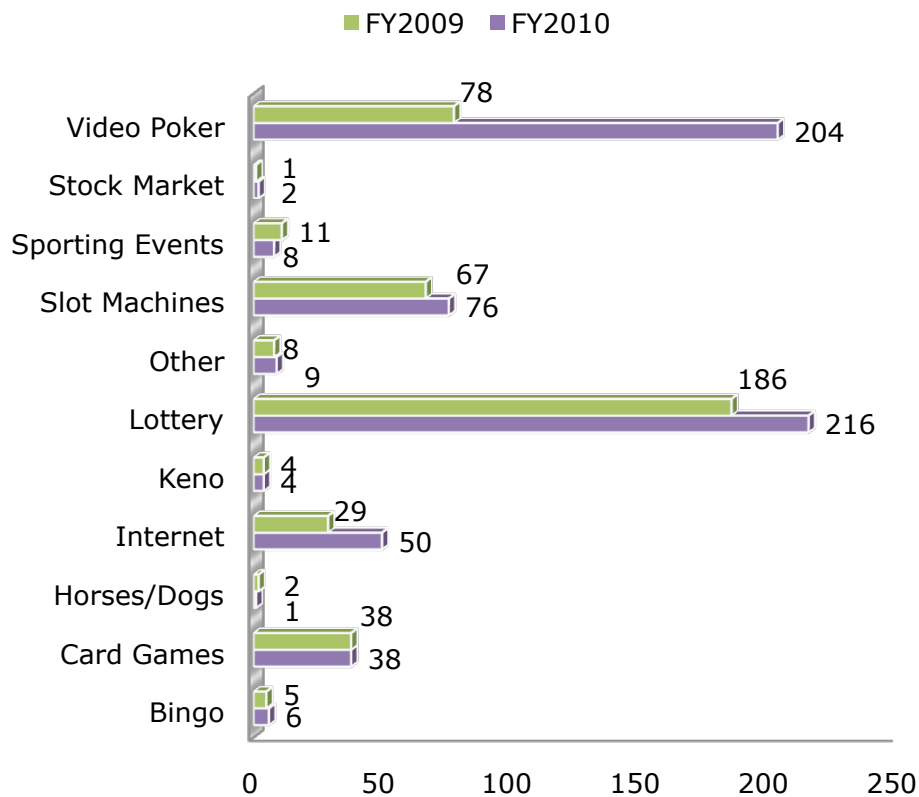
Secondary Problem Gambling Activities (Multiples Reported by Gambler)

Bingo	15
Card Games	41
Horses/Dogs	5
Internet	18
Keno	7
Lottery	138
Slot Machines	39
Sporting Events	18
Stock Market	1
Video Poker	57
Other	0

Caller Gender



Primary Game of Choice



North Carolina Problem Gambling Help Line Statistics (Gambler Data)
July 1, 2009 - June 30, 2010

Venue for Video Poker Or Slot Machines (Primary/Secondary Choice)

Indian Casino	17
Internet Cafe	90
Gas Stations	20
Personal Computer	1
Out of State Casino	10
Coffee Houses	4
Stores	56
Other	11

Age First Gambled

Under 10	12	2.0%
Age 10-17	79	12.9%
Age 18-24	151	24.6%
Age 25-34	106	17.3%
Age 35-44	101	16.4%
Age 45-54	64	10.4%
Age 55-64	34	5.5%
Age 65 and over	4	0.7%
Unknown	63	10.3%

Length of Gambling Problem

1 year or less	176	28.7%
2 years	82	13.4%
3 years	50	8.1%
4 years	45	7.3%
5 years	41	6.7%
6-10 years	80	13.0%
11-15 years	28	4.6%
Over 15 years	51	8.3%
Unknown	61	9.9%

Emotional Problems

(Multiple answers)

Depression	271
Suicide	20
None	291
Unknown	22

Relationship Problems

(Multiple answers)

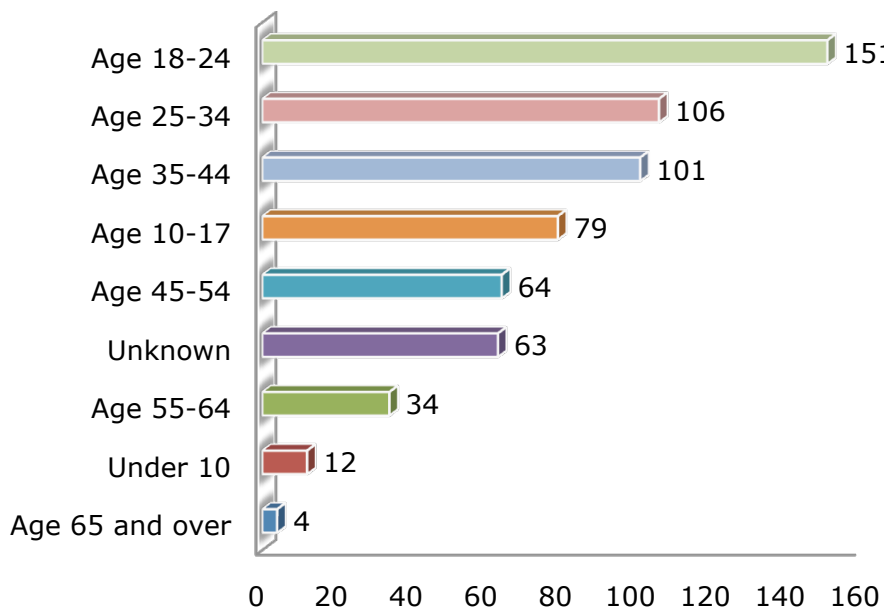
Family or Spousal Conflict	284
Job Problems/Loss of Job	67
None	252
Unknown	19

Other Current Dependencies

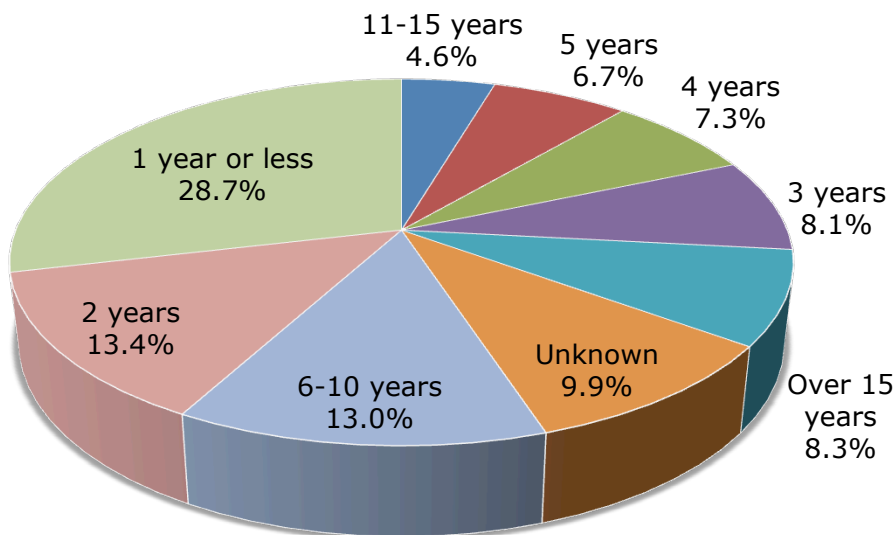
(Multiple answers)

Alcohol	43
Drug	32
None	480
Unknown	19

Age First Gambled



Length of Gambling Problem



North Carolina Problem Gambling Help Line Statistics (Gambler Data)
July 1, 2009 - June 30, 2010

Financial Problems *(Multiple answers)*

Credit Card Debt	180
Borrowing from Family/Friends	238
Paying Household Bills	341
Using Equity or Savings	91
Written Bad Checks	51
Embezzlement	4
Stealing	25

Harm Status

Considered Suicide	62	10.1%
Suicide Planned	6	1.0%
Attempted Suicide	6	1.0%
No Suicidal Ideation/Plan/Attempt	540	87.9%

Past Treatment Experience

Professional Gambling TX	11	1.8%
Mental Health Treatment	122	19.9%
Gamblers Anonymous	17	2.8%
Self-Ban Program	2	0.3%
Past Substance Abuse TX	40	6.5%
None	422	68.7%

Current Treatment Experience

Professional Gambling TX	1	0.2%
Mental Health Treatment	80	13.0%
Gamblers Anonymous	7	1.1%
Self-Ban Program	5	0.8%
Current Substance Abuse TX	8	1.3%
None	513	83.6%

Sources of Assistance for Caller *(Multiple Referrals possible)*

State Funded Treatment	661
C2C	32
GA	252
GamAnon	62
LME/Crisis Services	10
Did Not Want Referral	62

North Carolina Problem Gambling Help Line Statistics (Gambler Data)
July 1, 2009 - June 30, 2010

State Diagnosis Questions

	Yes	No	Don't Know	Refused to answer
Tried to cut down gambling?	481	53	33	47
Lies about gambling?	444	88	34	48
Two weeks thinking about future gambling?	451	74	40	49



North Carolina Problem Gambling Help Line July 1, 2009 - June 30, 2010

Caller County

ALAMANCE	10
ALEXANDER	3
ALLEGHANY	1
ANSON	2
AVERY	1
BEAUFORT	2
BERTIE	2
BLADEN	4
BRUNSWICK	16
BUNCOMBE	22
BURKE	15
CABARRUS	3
CALDWELL	4
CAMDEN	1
CARTERET	4
CASWELL	1
CATAWBA	15
CHEROKEE	1
CLEVELAND	9
COLUMBUS	3
CRAVEN	9
CUMBERLAND	18
CURRITUCK	1
DARE	1
DAVIDSON	8
DAVIE	1
DURHAM	32
EDGECOMBE	15
FORSYTH	33
FRANKLIN	5
GASTON	19



North Carolina Problem Gambling Help Line July 1, 2009 - June 30, 2010

Caller County

GRANVILLE	1
GREENE	2
GUILFORD	61
HALIFAX	8
HARNETT	9
HAYWOOD	5
HENDERSON	11
HERTFORD	2
HOKE	3
IREDELL	7
JACKSON	5
JOHNSTON	10
LEE	5
LENOIR	8
LINCOLN	4
MACON	2
MADISON	1
MARTIN	1
MCDOWELL	2
MECKLENBURG	59
MITCHELL	2
MONTGOMERY	2
MOORE	4
NASH	11
NEW HANOVER	27
ONslow	8
ORANGE	5
OUT OF STATE	2
PAMLICO	1
PASQUOTANK	2
PENDER	6



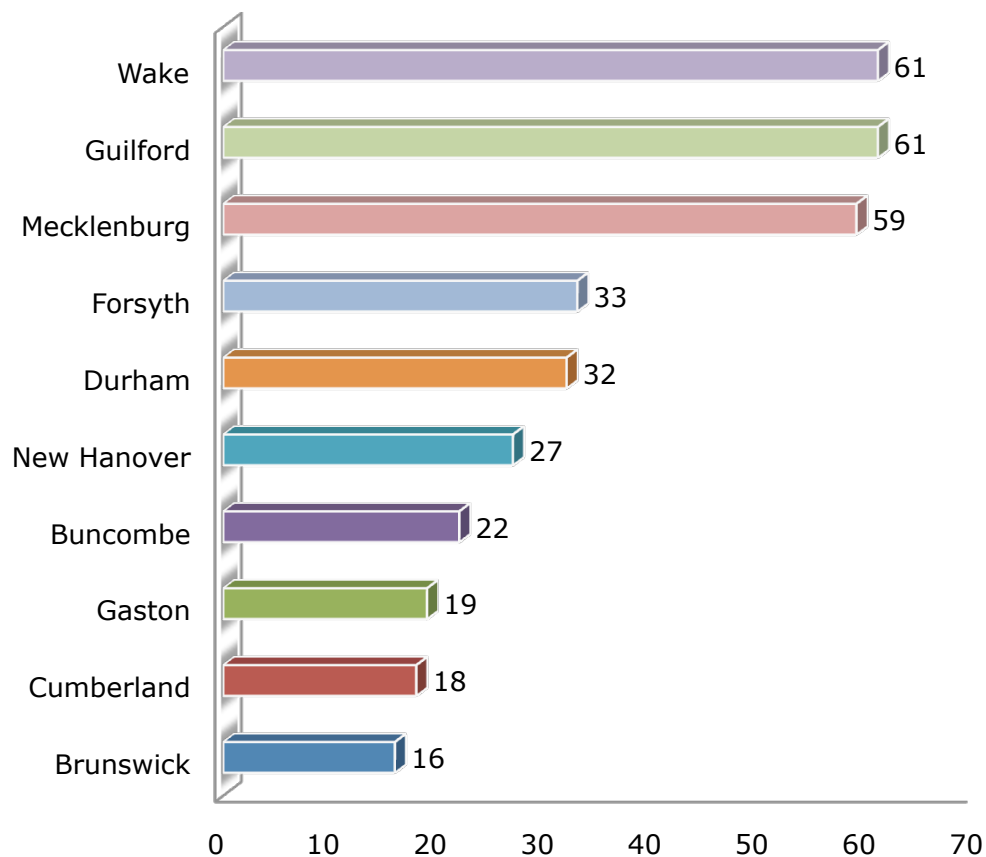
North Carolina Problem Gambling Help Line

July 1, 2009 - June 30, 2010

Caller County

PERSON	2
PITT	11
POLK	1
RANDOLPH	11
RICHMOND	4
ROBESON	15
ROCKINGHAM	9
ROWAN	12
RUTHERFORD	1
SAMPSON	5
SCOTLAND	3
STANLY	6
STOKES	3
SURRY	3
UNION	4
UNKNOWN	41
VANCE	7
WAKE	61
WASHINGTON	1
WAYNE	7
WILKES	2
WILSON	13
YADKIN	3

Top 10 Caller Counties





Quality Assurance Report

Total Number of July 1, 2009 - June 30, 2010 Intakes

762

Quality Assurance

Total Number of Quality Assurance Survey Attempts	372*
Percentage of Total Number of Intakes/Attempts (n=762)	49%
Total Number of Quality Assurance Surveys Completed	61
Percentage of Total Number of Intakes/Survey Completions (n=762)	8%
Percentage of Total Number of Survey Attempts/Completions (n=372)	16%

Survey Respondents

Problem Gambler	56	92%
Person Affected by Problem Gambler	5	8%

Total **61**

Survey Questions	YES		NO	
Were you able to speak to a Helpline counselor immediately?	61	(100%)	0	(0%)
Did you think the Helpline counselor was understanding?	59	(97%)	2	(3%)
Did you receive a referral to a counselor/mental health agency?	55	(90%)	6	(10%)
<i>If yes, did you make an appointment with a counselor/agency? (n=55)</i>	31	(56%)	24	(44%)
Did you meet with a counselor about the problem? (n=31)	28	(90%)	3	(10%)
Do you think that calling the 800# helped you to recognize the extent of your/someone else's gambling problem?	58	(95%)	3	(5%)
<i>If you called re: your own gambling problem, are you still gambling? (n=56)</i>	12	(21%)	44	(79%)
Would you recommend the 800# to someone with a gambling problem?	59	(97%)	2	(3%)

* Figure based on number of Helpline callers willing to disclose contact information for follow up.



Quality Assurance Report

**Total Number of July 1, 2009 - June 30, 2010
State Funded Tx Offered**

661

Quality Assurance

Total Number of Quality Assurance Survey Attempts	379*
Percentage of Total Number of Intakes/Attempts (n=661)	57%
Total Number of Quality Assurance Surveys Completed	59
Percentage of Total Number of Intakes/Survey Completions (n=661)	9%
Percentage of Total Number of Survey Attempts/Completions (n=379)	16%

Survey Respondents

Problem Gambler	55	93%
Person affected by Problem Gambler	4	7%

Total **59**

Survey Questions

	YES		NO	
Did you meet (or have a phone session) with the provider within one week (7 business days) of your call to helpline?	28	(47%)	31	(53%)
If yes, during your initial session/visit, did the provider conduct a gambling assessment? (n=28)	26	(93%)	2	(7%)
Did the provider provide additional support (i.e. books or written information that you could take home with you)?	26	(93%)	2	(7%)
Was the provider's office setting comfortable & professional?	27	(96%)	1	(4%)
Did you find your session(s) helpful?	26	(93%)	2	(7%)
Would you recommend the provider to other helpline callers?	27	(96%)	1	(4%)

* Figure based on number of Helpline callers willing to disclose contact information for follow up.



Follow-up Report

**Total Number of July 1, 2009 - June 30, 2010
Follow up Calls Completed**

612*

Initial Follow-up Results

No Answer	99	16%
Left Message	341	56%
Wrong Number	33	5%
Call Answered/Call Refused	106	17%
Made Contact with Client	131	21%

Survey Respondents

Problem Gambler	526	86%
Person affected by Problem Gambler	86	14%
Total	612	

*** Figure based on number of Helpline callers willing to disclose contact information for follow up.**



Call to Change Report

July 2009 – June 2010

Initial C2C sessions completed	23
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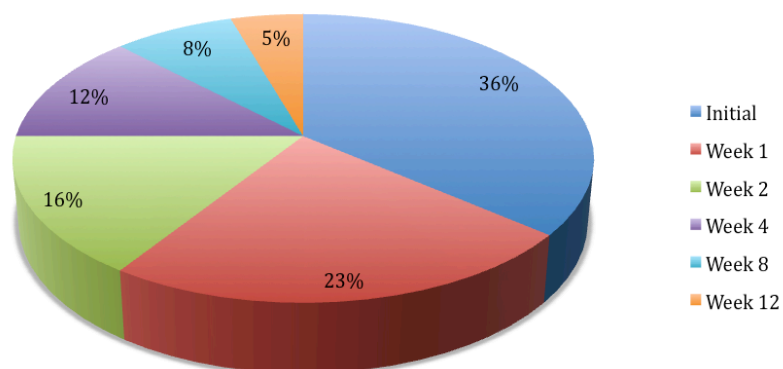
Intakes/Case Opening by Month

December	2
January	1
February	3
March	10
April	2
May	2
June	3
TOTAL	23

Completed Sessions by Week

Initial	23
Week 1	15
Week 2	10
Week 4	8
Week 8	5
Week 12	3
TOTAL	64

Number of Sessions



Abstinence Rates	
Week 1	33%
Week 2	80%
Week 4	50%
Week 8	80%
Week 12	40%

Client Gambling Frequency					
	None	1 time	2-5 times	6-10 times	Over 10 times
Week 1	33%	33%	20%	7%	7%
Week 2	80%		20%		
Week 4	88%	22%			
Week 8	60%	40%			
Week 12	40%		40%	20%	